



Tightening Australia's aviation and maritime security through identity verification

Veritas partnered with Australia Post to co-design an integrated, omni-channel identity verification solution that met new legislation requirements for the MSIC and ASIC schemes.





Snapshot

Customer
Veritas

Industry
IT

Website
veritasgroup.com.au

Product
Online identity
verification

Challenges

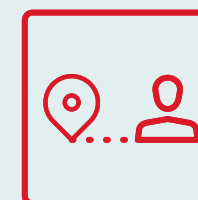
- ASIC and MSIC applicants needed convenient access to an in-person identity verification service from anywhere in Australia.
- Only an accredited white ASIC/MSIC holder can verify an applicant's identity so an accreditation program needed to be created.
- The identity verification solution had to be omni-channel and integrated with Veritas' online application form for speed and seamlessness.

Although Australia Post already owned a digital workflow and the end solution was our bread and butter, we had to make sure we delivered strong alignment to the regulator's policy without compromising on the user experience. Another big challenge was creating an accreditation program as an ASIC/MSIC Identity Agent for Australia Post's staff.



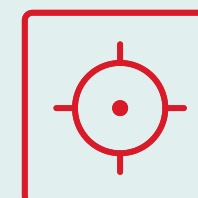
"Veritas and Australia Post jointly recognised the intrinsic value of building upon this foundation to extend its service offerings to the aviation industry's ASIC program."

Stephen Inouye
Veritas' Managing Director



"We have valuable data insights into locations with the highest demand for this service in the past. So we worked with Veritas to determine the most convenient and relevant Post Offices to offer an in-person identity verification service based on these data insights."

Regis Bauchiere
Australia Post's General Manager of Identity Services



"It was crucial that we took a customer-centric approach to this solution. This involved understanding the problems and opportunities from an issuing body's perspective, engagement with the regulator to deliver strong alignment to policy and ensuring that we kept the end-applicant experience front-of-mind at all times."

Christian Seely
Australia Post's Head of Growth Markets, Identity Services

Background

The Aviation and Maritime Security (AMS) Division - formerly the Office of Transport's Aviation Security Identification Card (ASIC) and Maritime Security Identification Card (MSIC) programs have a crucial role in safeguarding the aviation, maritime and offshore oil and gas sectors from acts of terrorism and unlawful interference.

In Australia, an ASIC or MSIC is required for:

- a person who has an operational need for unescorted access to the secure areas in airports and security zones of security-regulated ports, ships and offshore oil and gas facilities; or
- a person who performs a specifically prescribed security-sensitive role.

On 1 November 2016, the Australian government introduced new legislation for the MSIC and ASIC schemes. Once it was enforced on 1 August 2017, all ASIC, MSIC and white ASIC/MSIC applicants were required to have their identity verified in-person by an accredited white ASIC/MSIC holder.

This led to Veritas and Australia Post striking up a national deal that enabled ASIC and MSIC applicants to lodge their application with Veritas and get their identity verified in-person at any of the 377 participating Post Offices nationwide.

Australia Post, which conducts over 8 million identity-related transactions annually, has facilitated identity verification for MSIC applicants over the past 10 years.

A longstanding history and experience in identity services made it the obvious choice of a partner but it was Australia Post's vast physical footprint that had the biggest impact on the success of the solution.

Solution

Australia Post and Veritas collaborated to design an integrated identity verification solution that was rolled out at 377 Post Offices nationwide. Australia Post also created an accreditation program as an ASIC/MSIC Identity Agent for its own staff and ensured there were authorised White ASIC/MSIC holders at every Post Office that offered this service.

The joint team developed a solution that met strict regulatory requirements for the lodgement, verification and distribution of identification data.

The process begins with an applicant filling in an online form hosted by Veritas. When the form is submitted, a QR Code is generated and the applicant's data is sent to Australia Post's identity system.

The applicant presents the QR Code at a Post Office where it is scanned to retrieve the applicant's data in order to conduct the identity verification.

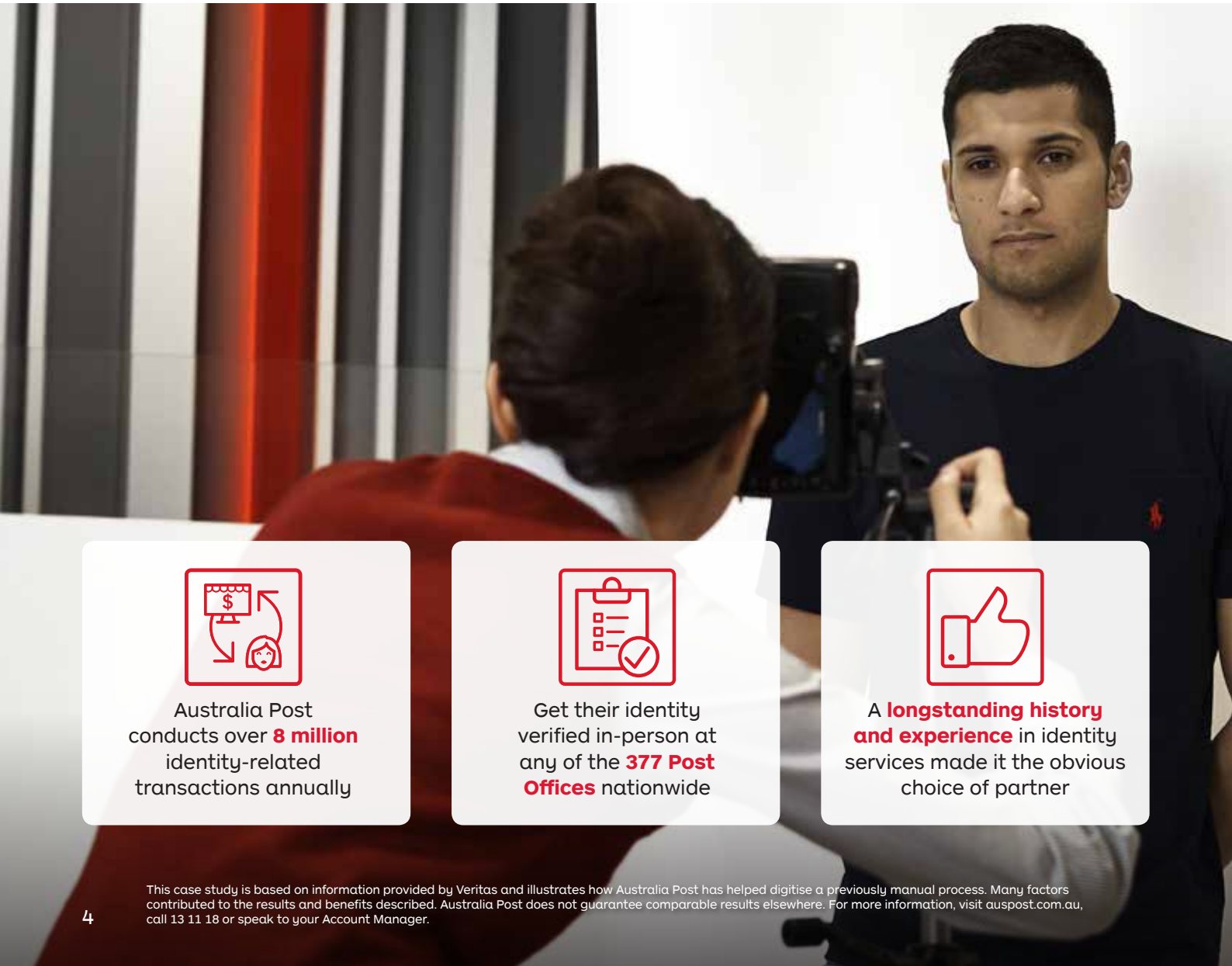
The applicant's identity documents are scanned and their photo and signature are captured. The applicant's data and image are electronically delivered to Veritas via Secure File Transfer within 15 minutes of the lodgement. Veritas receives approvals within two weeks and the card is sent to approved applicants via Registered Post.

Australia Post also trained and accredited two staff in each of our 377 Post Offices to ensure there was always an authorised staff member available to conduct the identity verification service.

Results

By the time the legislative deadline arrived on 1 August 2017, all parties were ready to roll out the security identification cards to the applicants. The solution has since provided more convenience for tens of thousands of applicants who require ongoing renewal of these credentials for work purposes.

- Australia Post has verified the identity of thousands of ASIC and MSIC applicants nationally under these new legislative requirements since 1 August 2017.
- The new online workflow has simplified the tracking and management of applicants and eliminated the need for paper forms.



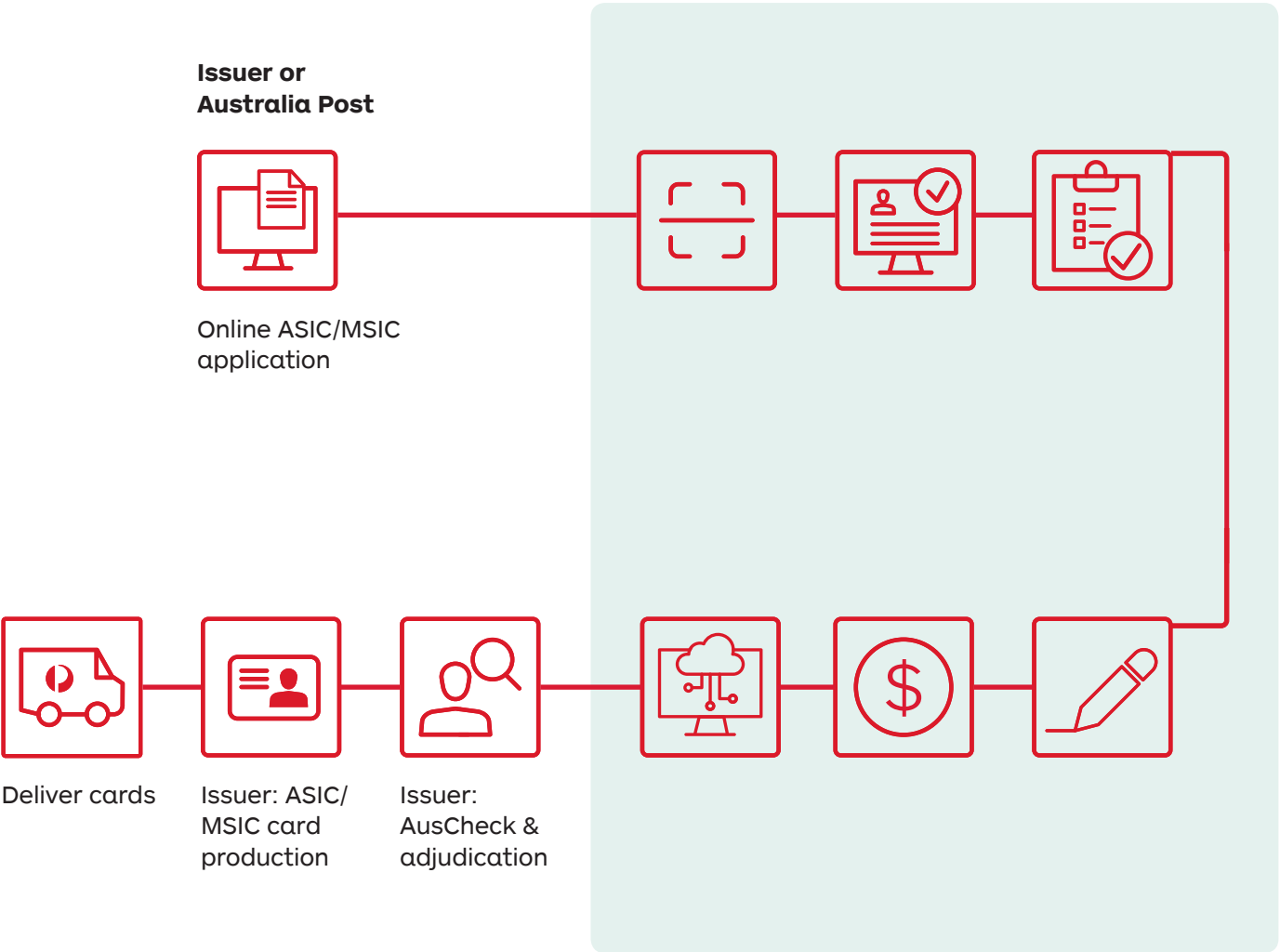
Australia Post conducts over **8 million** identity-related transactions annually



Get their identity verified in-person at any of the **377 Post Offices** nationwide



A **longstanding history and experience** in identity services made it the obvious choice of partner





For more information on how Australia Post can help simplify identity solutions for business and government, speak to your Australia Post Account Manager or email **enterprise@auspost.com.au**

